

WellHaven Pet Health

Job Description

Veterinary Assistant

Job Summary

The Veterinary Assistant plays a crucial role in supporting veterinarians and veterinary technicians, ensuring the well-being of pets, educating clients, and maintaining the highest standards of veterinary care.

Key Responsibilities

Main Accountabilities:

- Demonstrate proficiency in applying technical skills acquired through education and experience, which includes expertise in surgery, dentistry, laboratory procedures, venipuncture, proper restraint techniques, and strict adherence to established protocols for maintaining a sterile and safe environment
- Contribute to the day-to-day efficiency and smooth operation of the hospital
- Utilize exceptional communication skills to engage with team members and clients effectively
- Maintain thorough and accurate medical charting for all patients, consistently meeting hospital quality control standards
- Educate clients about Wellness Plans, offering guidance on pet care and overall health, as appropriate
- Assume responsibility for select reception duties, such as answering phone calls, scheduling appointments, and facilitating patient intake and discharge
- Obtain pertinent medical history and patient information
- Assist in managing hospital supplies, including inventory tracking and restocking as necessary
- Ensure the completion of all assigned hospital duties before the end of each shift
- Act as an advocate for the overall success and performance of the hospital

Customer Service Delivery:

- Consistently provide professional, efficient, and exceptional service
- Demonstrate excellent communication and organizational skills when interacting with the veterinary team and clients
- Effectively adapt to individual clients and their needs
- Effectively resolve customer complaints, as appropriate

Other:

- Adhere to OSHA standards and regulations as outlined in company policies
- Ability to perform other job duties as assigned

Required Skills and Knowledge

Ability to:

- Enhance and acquire new veterinary technical skills such as proficiency in anesthesia, surgical assistance, and dentistry
- Work independently and exercise good judgment
- Multi-task effectively
- Remain action-oriented and effectively set priorities
- Work well in an extremely fast-paced work environment, remaining calm and resilient
- Exhibit proactive initiative in addressing tasks and challenges as they arise
- Complete work, maintaining a high level of accuracy while managing constant interruptions
- Learn new computer software systems (EMR, Scheduling, etc.)
- Provide a high level of accountability

Experience/Knowledge in:

- Handling dogs, cats, and exotic animals
- Providing basic animal care, such as feeding, bathing, grooming, and monitoring for signs of distress or illness
- Common medical procedures, including administering medications, wound care, and assisting with diagnostic tests

Demonstrates:

- Strong Customer Service Focus while effectively adapting to individual clients and their needs
- Excellent communication skills and the ability to manage a variety of emotional situations – remaining empathetic, compassionate, and approachable

Education and Experience

- High School Diploma or equivalent
- 6+ months of experience in the veterinary industry
- Completion of an NAVTA-approved veterinary assistant program or an equivalent combination of education, training, and experience that demonstrates the necessary knowledge, skills, and abilities (preferred)

Work Location, Environment, and Physical Requirements

- The Vet Assistant position is performed onsite at our hospital or at an approved offsite event location. Remote work is not available for his position
- Hospital environment includes limited space, smells from pet waste, and noise (barking, etc.)
- Schedules may include 10+ hour shifts, Saturdays, evenings, and holidays
- Good hand-eye coordination, arm-hand-finger dexterity with the ability to reach and grasp, and visual acuity to use a keyboard, operate equipment, and read information
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- Ability to lift 50+ pounds
- Able to stand, walk, stoop, kneel, crouch, and climb

- May routinely be exposed to pets that may bite or scratch, biological hazards, anesthesia medications (smells), radiation if near Xray machine, prescription medications, including controlled substances

Equal Opportunity Employer – Commitment to Diversity

WellHaven is an Equal Opportunity Employer. WellHaven is committed to complying with all applicable federal, state, and/or local laws prohibiting discrimination based on race, color, creed, religion, national origin, sex (including transgender status), marital status, familial status, status with regard to public assistance, disability, genetic information, sexual orientation, age, military or veteran status, membership or activity in a local human rights commission, or any other status protected by law.

In accordance with federal, state, and local law, WellHaven may provide reasonable accommodation to known physical or mental limitations of applicants during the hiring process and to an otherwise qualified employee with a disability unless the accommodation would impose an undue hardship on WellHaven. For more information, please contact WellHaven HR at HR@wellhaven.com.